

PATENT APPLICATION

ATTORNEY DOCKET
064198.0168
(T00516)

APPLICATION FOR U.S. PATENT UNDER 37 C.F.R. 1.53(b)
TRANSMITTAL FORM

Mail Stop Patent Application
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

21906 U.S. PTO
10/617486
07/11/03

Sir:

Transmitted herewith for filing is the patent application of:

Inventor: Philip T. Kortum, Benjamin A. Knott, Randolph G. Bias,
Robert R. Bushey

Title: TELEPHONE CALL CENTER WITH METHOD FOR PROVIDING
CUSTOMER WITH WAIT TIME UPDATES

Enclosed are: X Specification (20 Pages)
X Drawings (2 Sheets Formal)

X Certificate of Mailing (1 page)

X Return Receipt Postcard

Applicant is Large Entity.

| FEE CALCULATION | | | | | FEE |
|--------------------|--------|-------|-----------------|----------|-----------|
| | Number | | Number Extra | Rate | Basic Fee |
| | | | | | \$750.00 |
| Total Claims | 19 | -20 = | 0 | X \$18 = | \$ 0.00 |
| Independent Claims | 2 | -3 = | 0 | X \$84 = | \$ 0.00 |
| TOTAL FILING FEE = | | | | | \$750.00 |

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Enclosed is a check in the amount of \$750.00 to satisfy filing fee requirements under 37 C.F.R. § 1.16. Please charge any additional fees or credit any overpayment to Deposit Account No. 50-2148 of BAKER BOTTS L.L.P.

Respectfully submitted,

BAKER BOTTS L.L.P.
Attorneys for Applicants



Ann C. Livingston
Reg. No. 32,479

Date: 7/10/03

Correspondence Address:

Customer Number 31625

512.322.2634
512.322.2501 (Fax)



31625

PATENT TRADEMARK OFFICE

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

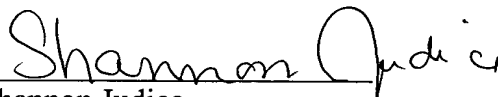
In re Application of: Philip T. Kortum, et al.
Filed: July 11, 2003
Title: TELEPHONE CALL CENTER WITH
METHOD FOR PROVIDING CUSTOMER
WITH WAIT TIME UPDATES

Mail Stop Patent Application
Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

CERTIFICATE OF MAILING BY EXPRESS MAIL

I hereby certify that the attached Transmittal, Patent Application, Formal Drawings, Information Disclosure Statement and PTO-1449 with references are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. 1.10 on this 11th day of July, 2003, and is addressed to Mail Stop Patent Application, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450


Shannon Judice

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